CALL SCRIBER

IVR / SPEECH ANALYTICS / QUALITY MONITORING

Integrated Call-Center Solutions with Automatic Speech Recognition and Text-to-Speech Features for Quality Monitoring

Cutting-edge speech recognizer and text-to-speech engines for Contact-Center overall Quality Monitoring and Client support.

Custom and region-aware vocabulary/grammars available in many languages. Simple and quick to integrate in already running workflows.
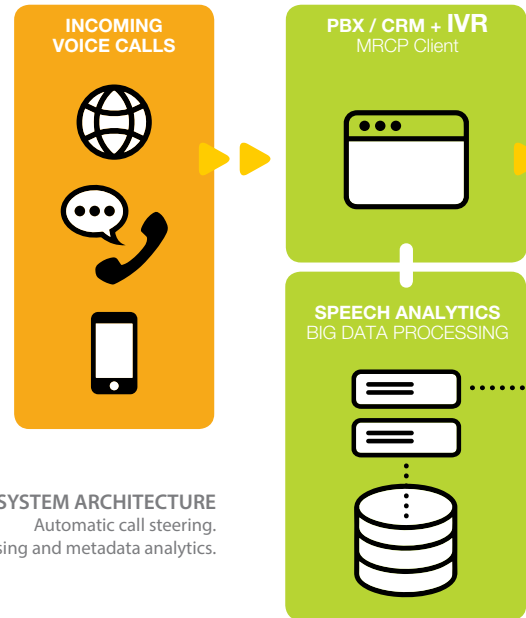
IVR

Speech Analytics

Quality

voice interaction

CALL CENTER CUSTOM SOLUTIONS

SYSTEM ARCHITECTURE
Automatic call steering.
Big Data processing and metadata analytics.

IVR / URA
Automatic Call Steering Experience

Inbound calls will be answered by the automatic system, which understands the customers need and questions. The IVR steers and qualifies the incoming call and is able to find the correct solution or forward it to a human operator.

Automatic ASR and TTS engines directly integrated with the IVR: Custom acoustic models and grammars available for different call types and origins: Landline, Mobile network calls and VoIP.

- Word based Grammars (SRGS), Keyword Spotting (SRGS with garbage), Statistical Models (vocabulary), Model and Grammar Mixing.
- TTS engine with client-custom voice creation available.
- Real time processing using MRCP as the communication protocol.
- Resource allocation scalable to every type of demand.
- Innovative grammar processing and traverse techniques.
- Correctly capture call intent while encouraging natural, human-like interactions.
- Improved customer satisfaction by offering an intuitive, more intelligent and efficient way to communicate.

SPEECH ANALYTICS
Automatic call processing for knowledge generation

Speaker segmentation, Operator/Client identification and significant call statistics. Unique Speakers/Hold time and region distribution in call

Call acoustic parameters analysis for speech regions identification. Total speech time of unique speakers based in automatic speech segmentation. Operator identification and performance validation.

Audio level, emotions and sentiment analysis

Energy-level of the call as an all, operator and client side analysis.
Sentiment analysis for identification of emotional state alterations of the call participants.
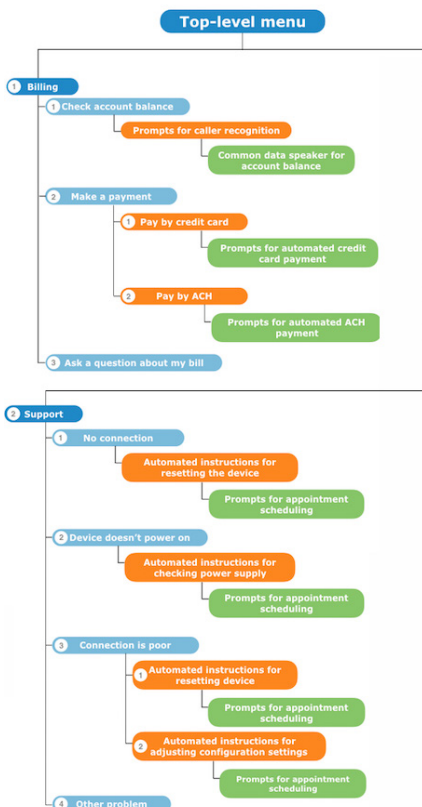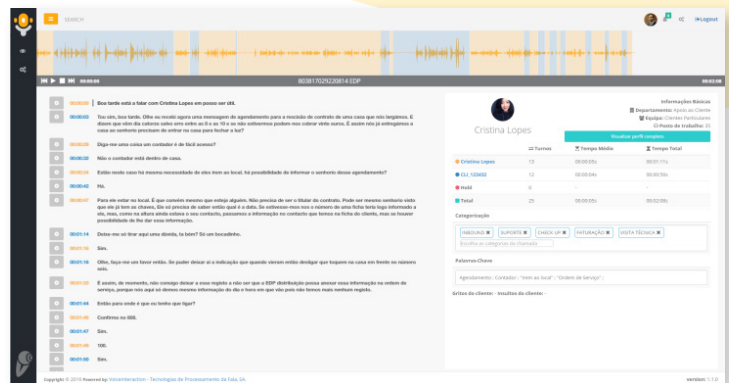
Full textual transcription, business-driven call categorization and timestamped keyword spotting:

- Automatic Recognition Engine based on large vocabularies and statistical language models.
- Mixing of word-spotting models and client-defined grammars.
- Word-level confidence definition for future analysis.
- Onomastic and location based word classification.
- Tag categorization for semantic analysis.
- Full call transcription for metadata and content search and indexation.

Category-based Call Indexation

Using the result text and the metadata originated during the recognition process, an incoming can be automatically categorized for indexed search. Call indexation can be adapted to virtually any business area, relying on a large and evolutive vocabulary.
When searching for specific textual and acoustic features, we can infer relevant sentiment and emotional-based data that can also be used to categorize calls

Top-level menu

- 1 Billing
  - 1 Check account balance
    - Prompts for caller recognition
    - Common data speaker for account balance
  - 2 Make a payment
    - 1 Pay by credit card
      - Prompts for automated credit card payment
    - 2 Pay by ACH
      - Prompts for automated ACH payment
  - 3 Ask a question about my bill
- 2 Support
  - 1 No connection
    - Automated instructions for resetting the device
    - Prompts for appointment scheduling
  - 2 Device doesn't power on
    - Automated instructions for checking power supply
    - Prompts for appointment scheduling
  - 3 Connection is poor
    - 1 Automated instructions for resetting device
      - Prompts for appointment scheduling
    - 2 Automated instructions for adjusting configuration settings
      - Prompts for appointment scheduling
  - 4 Other problem

CALL SCRIBER
IVR / SPEECH ANALYTICS / QUALITY MONITORING

ACTIVE AGENT
VoiceInteraction

CONTACT CENTER

Audimus.Phone
DIXI.Light
MRCP Server

Big Data Analytics

Capture relevant information for your company by grouping a large diversity of calls and finding the major underling trends:

- Automatic Call Grouping for detailed content understanding.
- Custom classification models for new calls based on the available groups in Grouping Model.
- Automatic analysis and client-based categorization of all calls.
- No more restricted or sampling analysis. Every entry can be processed and classified.
- Big Data tailored methods for large call volume processing.

Find the major drivers and reasons why your customers call:

- Learn and understand your customer's needs.
- Identify key anomalies faster and in a more reliable way.
- Establish future action protocols based on previous good performance results.
- Promote preempted actions while learning form the past.
- Improve Quality Monitoring and Overall Management stats.

Intuitive Data Visualization

- Keyword and Term Search quick search.
- Custom based search criteria within available filters.
- Trends and most common classifications.
- Temporal evolution and drill-down driven approach.
- Important call properties automatically highlighted.
- Operator performance and protocol adherence evaluation.
- User-custom Notification Center flagging significant actions.
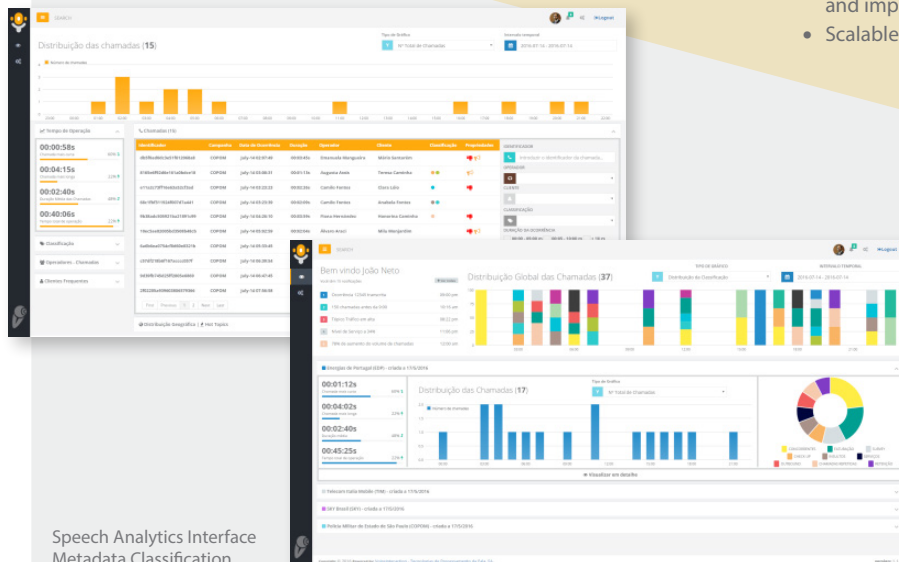
QUALITY MONITORING
A daily reality of Call Center Management

Analyze every entry and do not be restricted to a small sample or group:

- Calls are automatically processed and data mined.
- All calls are available and the search methods are intuitive and optimized.
- The generated metadata is used to filter only the calls you want.
- The results can be stored indefinitely as the database indexation supports long-term search.
- Custom temporal intervals allow a comprehensive insight when looking at extended periods.

Real time Quality Monitoring:

- Instantly grasp the current status of a contact center.
- The Notification Center flags problematic calls or repeated clients that may require a manager intervention.
- Protocol adherence can be evaluated, taught and learned in a more effective way.
- Operators can assess their own performance and individually improve.
- Easy to integrate with coaching applications and evaluation platforms.
- Strengthen the Supervisor position while encouraging operators to learn and improve.
- Scalable solutions based on time constraints.

Speech Analytics Interface
Metadata Classification

voice interaction

CALL CENTER CUSTOM SOLUTIONS

CALL SCRIBER
IVR / SPEECH ANALYTICS / QUALITY MONITORING

IVR
Innovative call steering experience

VoiceInteraction natural language know-how empowers an innovative and intuitive conversational IVR. Improve customer satisfaction by offering a more intelligent and efficient way to communicate. Our custom and evolutive acoustic and statistical models and top off the line ASR and TTS engines will allow you to grasp the real intent of conversations – delivering better results than ever before.

Speech Analytics
Automatic knowledge generation

When the need for a Speech Analytics application is identified, the main objective is always cutting expenditure without diminishing the response time of a contact center. How do you optimize your work force without risking your service level agreements? We can identify how a call center can reduce inbound or outbound call volume and talk time, focusing of First Call Resolution efficient pattern practices. When inefficient processes and methods are quickly flagged out and the supervisors provided with the tools to re-work or even remove them, managing this type of organization becomes a less complex and challenging task.

Quality
Around the clock Relevant Monitoring

Quality call monitoring is a one of the most relevant pillars of the success of a company dedicated to their customer's needs. Far from easy but, with the right tools, you can improve service quality while decreasing costs and maintaining your workforce happy and motivated.
With our help, Managers can quickly identify underlining issues, uphold your quality standards and improve the customer experience while increasing agent, team and overall performance.

Different platforms Same backoffice

CALL CENTER
IVR / IVVR / SelfCare
Interactive Agents
Speech Analytics
Quality Monitoring

WEB
WebReader – Web page accessibility
WebAssistant: FAQ/ Automatic Help Center

STORE
Interactive Agents:
ASR / TTS / SDS /
3D-Avatar/ QA
Multimedia applications

MOBILE APPS
Interactive Agents
Speech-based interaction

SOCIAL MEDIA
Sentiment Analysis
Intelligent Chat

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